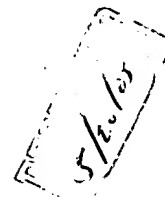


Official



PATENT

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JRM  
5/22/03**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****Applicants:** Debra Beibesheimer, et al.**Examiner:** Isaac M. Woo**Serial No.:** 09/778,378**Art Unit:** 2172**Filed:** February 7, 2001**Docket:** YOR920000766US1 (14069)**For:** CUSTOMER SELF SERVICE SUBSYSTEM  
FOR CLASSIFYING USER CONTEXTS**Dated:** May 20, 2003Commissioner for Patents  
Alexandria, VA 22313-1450**RESPONSE AND AMENDMENT PURSUANT TO 37 C.F.R. §§ 1.111, 1.121A**

Sir:

In response to the Official Action issued February 27, 2003, in the above-identified application, Applicants respectfully request that the Examiner amend the application as follows:

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**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: May 20, 2003

  
Grace Colucci